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cc:

Subject: Public Service Award Nomination

1. For which award is the nomination being made?

Application of Information and Communication Technology (ICT) in Governments:
e-Government

2. Name of institution or person being nominated -

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3. Name of institution or person making the nomination -

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Representative: e-Government Research Institute

Title: Director

Date: December 29, 2004

4. Criteria relevant to the nomination - the following criteria were checked:

Award for improving transparency...

Award for improving delivery...

Award for application of ICT...

Enhances service delivery

Re-engineers government operations

Promotes e-participation

5. Summary:

The G4C (Government For Citizen) civic service innovation system which Korean Ministry of Government Administration and Home Affairs (MOGAHA) has promoted with concentrated efforts has the following key services:

First, provision of a single service window (www.egov.go.kr) that will provide information on all government offices which are interlinked together from building up an integrated Internet portal site that represents the government;

Second, the G4C system will provide information on over 4,000 civic service applications handled by government offices, including handling agency name, processes, fees, documents required, and applicable law provisions, through the unified e-government portal site,

Third, the citizens will be able to apply for over 410 civic service requests directly on the unified Internet portal site whether they will receive the requested documents by postal service, directly on the Internet or through their local government office as designated by them.

In so doing, G4C provides better quality services to its customers; the public;

First, citizens no longer have to visit government offices personally or employ third party service agents. As they are able to file civic service requests directly at their home or office, they can save unnecessary time and money spent for their visit to a government office.

Second, the efficiency and transparency in civic service has increased as the new system has greatly reduced various government certificates issued by public servants personally to applicant citizens.

Third, the administrative expenses are saved as government certified documents citizens have to obtain from one government office to submit to another government have greatly reduced as the government offices now share such information.

6. Timeframe:

The G4C started in July 2000 is being completed gradually by various key phases on a mid- and long-term plan till 2007 as follows:

< In Past >

○ Formulation of basic plans for innovation of civic service with IT service (Aug. 2000)

○ Implementation of G4C system projects (Nov.2001―Dec. 2002)

- Creation of a unified portal window for online processing of over 410 types of civic service requests selected based on evaluation of their handling feasibility on the Internet
- Creation of Information Sharing System for over 20 different public service information that may be shared among the government offices
- Construction of infrastructure for provision of e-government services, such as payment, personal identity(digital signature) authentication and various forms.

○ Start of full-swing operation of G4C service (Nov.2002)

- Provision of over 4,400 different public service information and handling of over 410 different civic services on the Internet
- Sharing 20 different types information in connection resident registration, real estate, automobile, business registration and taxation affairs among government offices.

○ Construction of G4C Internet Civic Service Document Issuing System (Jun. ― Dec. 2003)

- Service started for three civic service documents (Sep. 2003) - land (forest) register copy, certificate of government-designated individual land lot price, and certificate for one who are eligible to basic subsistence subsidy by the government
- Service started for five more civic service documents (Apr. 2004) - abstract duplicate of resident register, building register duplicate, farm land original register duplicate, certificate of handicapped person, and certificate of father-missing family

< In Future >

○ Gradual Steady Extension of Internet Based Civic Service

Classification	Present	2005	2006	2007
Civic service document types applied on Internet	420 types	500 types	800types	1,000types

Civic service document types issued on Internet
 8 types 15 types 40 types 50 types

○ Extension of Government Information Sharing

Classification	Present	2005	2006	2007
Shared Information	20 types	24 types	34 types	39 types

User Organization Government Offices Public Service Agencies

○ Provision of e-Government Service over Digital TV (T-Government Service)

- Starting in 2005, government service information will be provided over digital television in Kangnam-gu, Seoul
- T-Gov service will become available throughout the nation in 2006

7. Narrative:
 a. Initiatives

Before the G4C service was introduced, citizens had to personally visit government offices to obtain their required service. They also experienced lots of inconveniences for shortage of integrated information on numerous government services. Further, government offices had a very poor system for sharing civic service related information. Citizens had to visit multiple government offices while submit redundant documents to handle one civic request. Lots of inconvenience and inefficiency were caused. MOGAHA introduced a system for the people from their viewpoint in order to bring about a fundamental solution.

b. Priorities and Purposes

The innovative civic service system construction was implemented in three directions:
 First, the integrated Internet portal site was designed to secure maximum convenience for civic service applicants by handling their entire processes online, including information search service, online application of the civic service, viewing and issuance of certificates or documents.
 Second, the system was designed to minimize the documents the applicants are required to submit for their civic service requests by having the different government office share information online.
 Third, the system was designed to serve as the foundation for various different e-government services such as a digital form management system, digital signature authentication service, online payment system, and digital document issuing system.

c. Strategies

First, a government-wide dedicated task force team was organized to maximize

the efficiency of online civic service by implementing various system design and installation in parallel, including efforts for streamlining the law and institutions related to the development and installation of the system, simplifying civic service applications forms and processes included in the civic service handbook, abolishment of unnecessary civic service paperwork, simplification of documentary requirements, and batch processing of civic service permits.

Second, the system was designed to share or utilize the pre-existing system, government information resources of the related systems existing or currently under development.

The related systems already completed were revised with focus on interlinking with diverse standard access modules while related projects under implementation were complemented to reflect the process of the other related projects.

Third, mid- and long-term plans and visions for innovating the civic service (BPR/ISP) were established to extend the service in given phases. Efforts were made to start services for which demand is greater and which would have a greater diffusion effect with priority over others by analyzing the citizens' requirements.

Fourth, the government-ministry level information system was considered with a focus on establishing a government-wide IT infrastructure system through e-Government service with standard database, various standard codes, digital forms, and XML based data exchange.

Fifth, the project was carried out as a core policy project to introduce an e-government. Steady attention, support and assistance by the pertinent department heads were considered with a top priority by developing various support measures including means of collaboration among the information-sharing agencies, assignment of dedicated personnel and regular reporting channels to the government innovation and decentralization committee and e-government expert committee.

d. Changes Resulting From Project Achievements

A portal site (www.egov.go.kr) representing the government was installed on the Internet. With the site, it has become possible to provide information through a unified window (portal) which was previously provided by individual government offices on the Internet separately. It has also become possible to provide civic service information and handling services by interlinking the different government offices through the single portal. Public servants may manage various information, handle civic service requests or share information with other government offices through the portal www.egov.go.kr/admin.

(1) Provision of internet-based information on civic services

The citizens may obtain information on over 4,000 civic services through a unified e-government window, the portal. In particular, the citizens may check the civic service description, handling agency, processes, fees, documents required, and related law and systems. The portal also provides information concerning a series of complex civic services with different handling flows by grouping them so that citizens may use it conveniently. When the citizens fail to identify the relevant handling agency of a civic service in their search on the portal, it automatically retrieves and provides the agency name, address, phone number, person in charge, map or ways to reach the office when the citizens enter the address information of the civic service object articles. The citizens may also check the forms of documents required for a civic service among the information provided on the Internet. Such forms may be output to a printer and utilized for filing the application. They may also

- o check the relevant provisions of the pertinent statutes. The up-to-date statutory information is always provided in combination with the Statute Information Service by the Government Legislation Ministry.

To help the users location the civic services intuitively, the portal information is divided into 12 larger categories of "individuals and home,

real estates, car and traffic, taxation, business and economy, travel and emigration, defense and inter-Korea exchange, education and employment, social security and health, art and culture, leisure and sports, and environment. They are further divided into 135 medium categories for the users to locate or utilize such civic services and related information.

(2) Filing and Handling of Civic Service Requests

Using the unified e-government portal, the citizens may create, pay fee for and file application forms on the Internet for over 410 civic services. The civic service outcome may be received by the postal service, viewed or printed on the Internet or picked up at the government office. If the applicant's identity needs be verified under statutes, it is authenticated using the applicant's digital signature. The fee may be paid in such diverse options as credit card, inter-account transfer, credit to an account without passbook, wire and wireless telephone payment, or digital cash.

(3) Digital View and Issuance

The digital view is a service where the citizens may view the civic service outcome (mainly various certificates) directly on the Internet through the unified e-government portal. The digital issuance enables the users to save the civic service outcome file on their own PC or electronically transfer to another government offices directly by e-mail or similar means, if necessary.

Further, the citizens may have eight most-frequently used certificates, including land register or resident registration register duplicates issued on their own PC connecting to the e-government portal document issuing system. The certificates so issued on the Internet have the legal effect identical to those issued at the offline windows. A reliable civic service has been secured by introducing WaterMark, DRM or other technologies to prevent tempering or forgery of Internet-based civic service documents or a system that verifies such documents against the original files kept at the government office.

(4) Shared Use of Administration Service Information

The system is designed to enable the government offices to share 20 different types of information concerning five civic service categories that are closely related to the citizens' life, such as resident registration, real estate, car registration, business, and taxation. The citizens may not have government-issued certificates submitted to another government office. The government offices may eliminate inefficiencies handling redundant certificates issued by other government offices for administrative affairs. There over 1,040 civic services that required submission of 20 different certificates which are now shared among the government offices.

G4C service has had the following effects on the citizens and the government offices:

First, the citizens may make their civic service requests electronically on the Internet. They no longer have to visit the government offices as they can make such requests at their office or at home and receive the outcome by mail or on the Internet for certain civic services. They may also have the outcome output on their own printer using the Internet issuance service. With such digital handlings, 16.7 billion won(16 million \$) valued-costs is saved each year in the view of citizen. Further, the citizens no longer have to visit the government offices as over 1,040 documents required for civic service requests have been eliminated. It is estimated over 48.5 billion won(46 million \$) is saved by this each year.

Second, there have been substantial changes to efficiency and transparency in government civic services. The government offices have saved time and money required for their workers to visit the other offices to obtain documents and to store them as official archives. The civic service quality has also improved as the civil servants may concentrate on their primary service work as their burden of issuing various certificates has greatly reduced as their demand has decreased. The civic service transparency and democracy have also

improved as the civil servants face the citizens less as they may enquire the handling of civic service requests on the Internet on real time.

Third, Korean e-government projects are being implemented faster than in any other countries in the world. They are carried out to have the systems equipped with security and compatibility using such latest IT techniques as digital signature, XML etc. Therefore, they function as good models that upgrade or utilize the latest information technologies home and abroad.

8. Sustainability and transferability:

The operational infrastructure of MOGAHA installed civic service innovation system may be reused without modification by other public organizations on any platforms. In other words, the technology and structure employed for digital forms, authentication, payment or issuance are developed in components that may be reused anywhere. Many other public agencies in Korea have already utilized the operational infrastructure. The system may also be utilized for civic services in other countries as it provides integrated services based on civic service requests.

9. Lessons learned:

G4C system installed by MOGAHA is to be used all the people and interconnect many different government agencies unlike individual ministry level IT systems or projects. Therefore, the project can not succeed unless it is backed by a clear-cut mission or direction, systematic support organization or solid determination on its implementation.

First, our innovative efforts have been concentrated on the aspects of civic service, administration and information resource utilization by steadily grafting government service to the ever-developing information technology rather than unbalanced focusing on any of such administrative services or information technologies.

Second, since this multi-ministry interconnected project involves diverse agencies and interests, we attempted to reach agreement among the central and local government offices and the service providers by promptly presenting various solutions sufficiently considering the status of each individual office or agency.

Third, we exerted to make it a systematic program by organizing a dedicated innovation task force team with the MOGAHA to prevent sporadic or interrupted implementation by clearly announcing the project directions and objectives.

In the future, the Ministry plans to provide "universal right of choice" to the aged or other people who are not familiar with the Internet by providing e-government service over the digital television as well as extending the Internet-based civic service categories and public service information and promoting e-participation (T-GOV service). The Ministry plans to continue such efforts to let the G4C service to upgrade Korean e-government service one level higher.

10. Documentary evidence:

- Cover letter
- Two Letters of reference
- Brochure of G4C system)
- Introduction documentation of MOGAHA